FIG. 1

FIG. 2

```
┌──────────────────────────┐
│   Scheduler Triggers      │── 402
│   Accumulator             │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│   Accumulator gets        │
│   list of back end        │── 404
│   servers to contact      │
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│   Accumulator starts      │
│   threads to contact      │── 406
│   back end agents         │
└──────────────────────────┘
            │
            ▼
         ╱Threads╲     No      ┌─────────────────────┐  410
        ╱  Start   ╲──────────▶│  Log an error       │
        ╲  408     ╱           │  and exit thread    │
         ╲        ╱            └─────────────────────┘
            │
            ▼
┌──────────────────────────┐
│   Request logs from       │
│   agents                  │── 412
└──────────────────────────┘
            │
            ▼
┌──────────────────────────┐
│   Agents transfer log     │── 414
│   files                   │
└──────────────────────────┘
            │
            ▼
         ╱  Is   ╲     No      ┌─────────────────────┐  418
        ╱transfer ╲───────────▶│  Accumulator        │
        ╲ done ?  ╱            │  waits for          │
         ╲ 416   ╱             │  completion         │
            │                  └─────────────────────┘
            ▼
┌──────────────────────────┐
│   Acumulator              │── 420
│   consolidates log        │
│   files and updates Db    │
└──────────────────────────┘
```

FIG. 3

Start Report
Generation

Profile
options —802

Assemble
Queries —804

Connect to
Db —806

—808
Successful? —No→ Flag Error

Yes

812   814
Report   Process &
Generation   →   Distribute
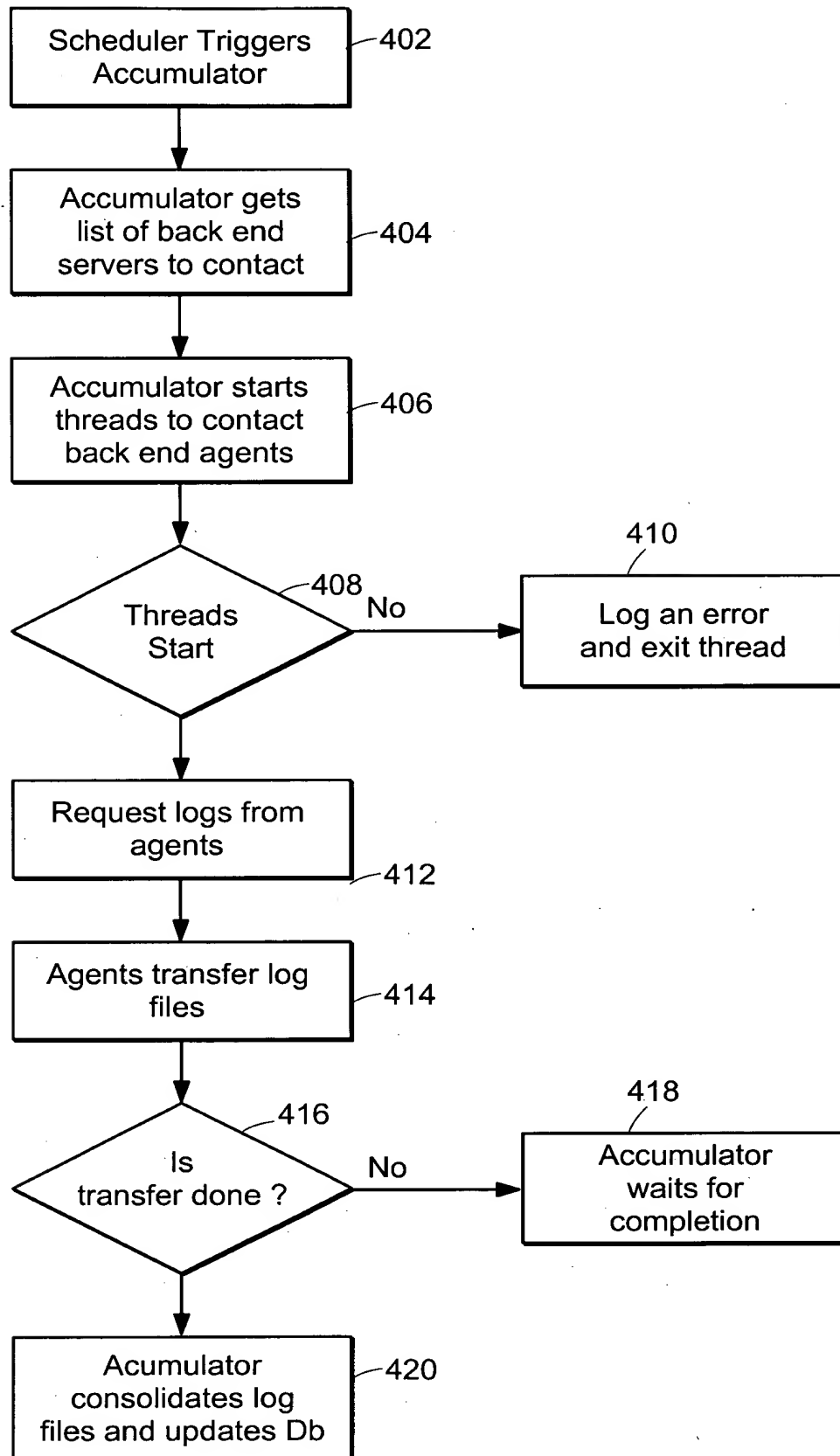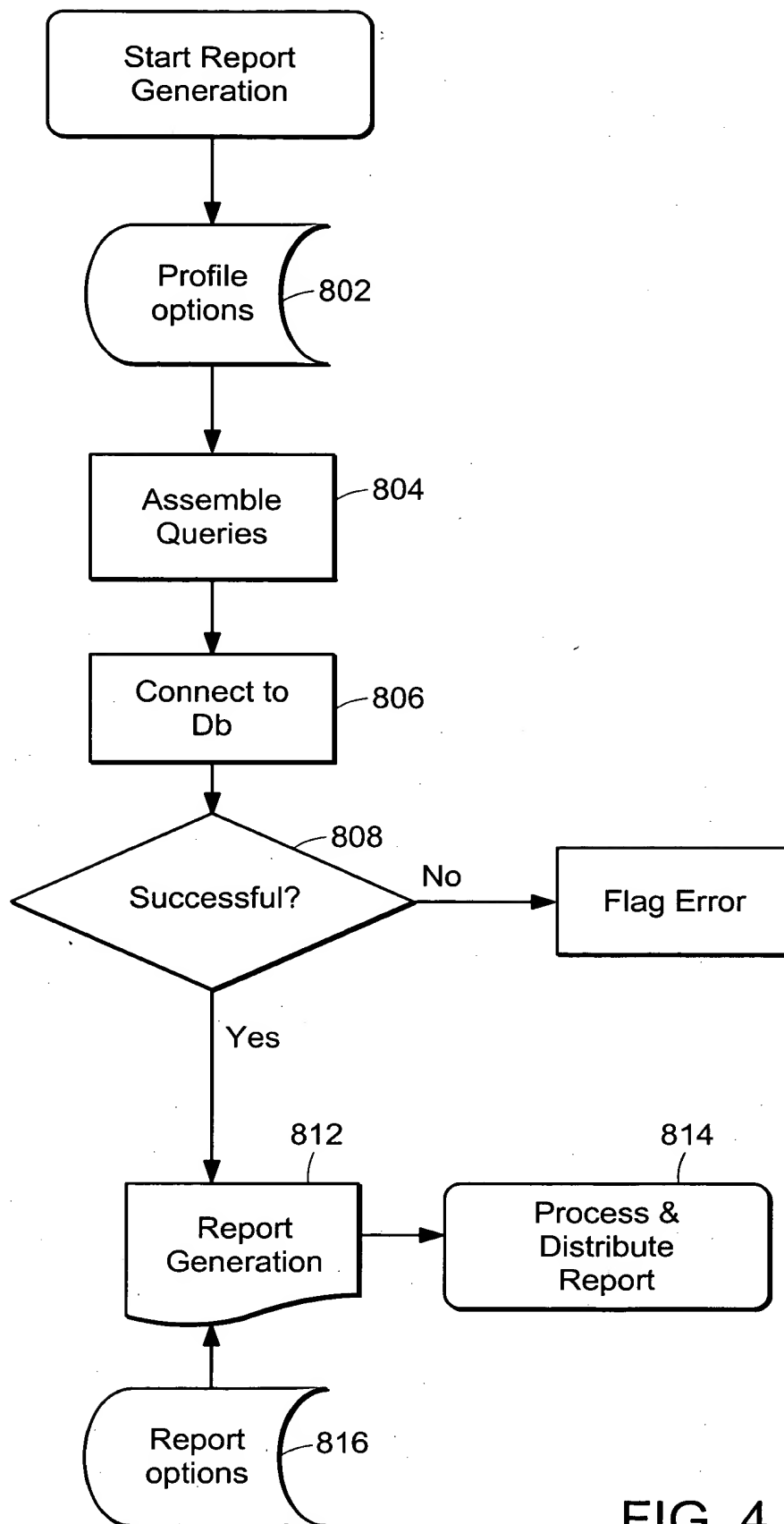   Report

Report
options —816

FIG. 4

URL Based SLA Query

	Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3
2	Default Page /index.html	36	19	5	8	-60	3	3	0
3	Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3
4	About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100
5	Main page /main.html	4	2	5	3	+40	8	0	+100
6	Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3
	Total	92	64						

FIG. 5A

Back-end Virtual Site Based SLA

Virtual Site Name/IP	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1 Ws1.bu.edu	5	1	+80	3	2	+33.3
2 Ws1.wmt.edu	5	1	+80	3	2	+33.3
3 Ws2.bu.edu	5	3	+40	3	0	+100
4 Ws2.wmt.com	5	4	+20	3	1	+60

FIG. 5B

Back-end Server Based SLA

Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1 Server1	Platinum	5	1	+80	3	2	+33.3
2 Server2	Platinum	5	8	-60	6	10	-66.6

FIG. 5C

Total Bandwidth

	Bandwidth Subscribed (KB)	Actual Bandwidth (KB)	% Deviation
1	9000	7900	+12.2

FIG. 5D

Bandwidth Utilized by each Backend Server

	Virtual SiteName/IP	Backend Web Server	Bandwidth (KB)
1	Ws1.wmt.com	Server1	1200
2	Ws1.bu.edu	Server1	2300
3	Ws2.wmt.com	Server2	3400
4	Ws2.bu.edu	Server2	1000
	Total		7900

FIG. 5E

Class Based SLA

	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Platinum	5	3	+40	3	0	+100
2	Gold	5	4	+20	3	4	-20
3	Silver	5	5	0	3	2	+33.3

FIG. 5F

User Based SLA Query

	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	IBM	Gold	5	2	+60	3	1	+66.6
2	Microsoft	Gold	5	6	-20	6	3	+50
3	INTEL	Platinum	9	5	+44.4	8	5	+37.5

FIG. 5G